

EBT Coordinator Update



FROM PAPER TO PLASTIC

#9 November 17, 2000

Revised CAPS Procedures

The procedure for replacing the CAPS device has changed. The replacement request will go to the DES/EBT Project who will contact Citibank (CSI). We expect that this will expedite the replacement process. The attachment entitled Procedures for CAPS Device Problems can be found [here](#).

Wisconsin EBT Guide, Appendix G - CAPS Trouble-shooting Guide has been revised. The primary change is in the Solution column. You are instructed to contact CSI Customer Service instead of the system manager. We have included three copies of the revised Appendix G with this update.

Future Changes

Operations Memos will be issued on the following subjects:

INTEROPERABILITY: Agencies will not convert EBT benefits to coupons when a food stamp AG moves to a QUEST state. There are approximately 25 states that have adopted QUEST operating rules.

DORMANCY POLICY: Current policy requires that an account becomes dormant when not accessed for 90 days. This policy was intended to ensure contact with food stamp recipients who are not using their QUEST cards. DWD now believes that dormancy has the potential to serve as a barrier that outweighs any value it may have in ensuring contact with recipients. The dormancy policy will be removed.

CARES will continue to create a 60-day warning letter and alert to the worker. The letter text will be revised to exclude dormancy information. The worker alert criteria may also be revised. As a new requirement, DWD is asking that CSI notify CARES when an account is not accessed for 300 days. This will provide one more point of contact before benefits are expunged. The effective date will be in 2001.

FOLLOW-UP PROCEDURES: DES will establish follow-up procedures at 60 days, 90 days and at review to ensure that cardholders are able to access benefits and get help if they are having problems with the QUEST card.

EOS report CARES-BI726A-DLY- Daily EBT Inactive Accounts provides useful information on cases that receive a 60-day warning (W), become dormant (D) or have expunged benefits (E). The report lists the remaining balance in the account and is sorted by county, by worker.

Policy Clarification

EXPUNGEMENT: All food stamp benefits are expunged (removed) from the EBT account if the oldest benefit is not used within 365 days. The benefits are returned to CARES and applied to an outstanding claim on BVPH or reflected as a returned benefit on IQFS. According to USDA/FNS, the client is entitled to expunged benefits if the benefits are less than 365 days old. If the food stamp AG requests benefits less than 365 days old, the local agency must reissue the benefits to the FS AG. More specific information will be provided in an Operations Memo.

BENEFIT RECOVERY QUESTION AND ANSWER FROM THE CALL CENTER

Question: The FS AG was incorrectly issued a benefit. The case then closed. Can the local agency status the QUEST card and do an EBT repayment?

Answer: The agency does not have the authority to status the QUEST card for this purpose. Since you did not provide the FS AG with a 10-day notice, the FS AG is entitled to spend the benefit. Enter a claim for the overpayment amount. You may recover the benefit as an EBT repayment on the CSI system if the client has signed a FNS 135, Affidavit of Return or Exchange of Food Coupons.

Benefit Repayment/Benefit Recovery Problem

Agencies should establish a claim on one day and process the EBT repayment the next day. CARES will correctly post the repayment toward the claim. Contact the Call Center to report an incorrect posting so a system correction can be requested. Agencies should never enter EBT repayments in the Benefit Recovery subsystem.

PIN Selection for the Temporary Quest Card

If your agency issues a temporary QUEST card, the cardholder must select a PIN via the CAPS device. Please advise cardholders to return to your agency if they need to change the PIN on the temporary QUEST card. If a PIN is selected through the ARU, the permanent card will be statused. (DXBM message 10/24/00)

Quest Cards and Forward Cards

Some Forward cardholders try to use their card in a grocery store and some QUEST cardholders try to use their card for medical services. Agencies should use this terminology and help customers understand the uses for each card. (CARES notices are being revised to identify the Forward Card and the QUEST Card.)

EBT System Communications

In the EBT Coordinator 10/03/00 Update, we asked that each agency register for EBT Updates. Approximately 20 agencies have signed up. You will miss important information if you do not register for these updates.

*Refer to EBT Coordinator Update #8 for more instructions.

EBT Web Page Address Correction

The correct address for the EBT web page is: <http://workweb.dwd.state.wi.us/des/ebt/>.

CSI Customer Service Statistics for October 2000

- Total client calls satisfied by the ARU : 157,151.
- Total client calls forwarded to Customer Service Reps: 22,720.
- Of the calls forwarded, 12,423 were for Balance Inquiries.

Please remind customers to use the ARU to get their food stamp balance, whenever possible.

It is anticipated that the EBT Coordinator will share the information in these updates with supervisors, lead workers and others within the agency as appropriate to effect a smooth conversion process. If you have any questions or would like to discuss the conversion process in your county, please contact Sharon Pomo by phone at 608-266-5636, or via [email](#).